

Transit Service Evaluation and Analysis for Bus Routes within the City of Poughkeepsie

February 2018



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Visioning Overview



Quantitative Collection

1. Manual Passenger Count Data
2. Independent Ride Checks
3. Customer Satisfaction Survey Instrument

Draft Dutchess County Customer Satisfaction Survey Instrument

1. Where are you coming FROM?*
 - a. Home
 - b. Work
 - c. Shopping
 - d. Medical/Dental Appointment
 - e. Recreation or social outing
 - f. School (Insert name of school): _____
 - g. Other (Please explain): _____
-
2. Where is this place? Please provide information regarding the nearest intersection or a nearby landmark (Examples: Freedom Plains Road & Commerce Street; Poughkeepsie Plaza; Kmart) and the Town.*
-
3. How did you GET TO the bus stop to board THIS bus?*
 - a. Transferred from another bus route
 - b. Biked
 - c. Walked (How many minutes?): _____
 - d. Drove to bus stop
 - e. Was dropped off at bus stop
 - f. Other (Please explain): _____
-
4. Where are you going TO?*
 - a. Home
 - b. Work
 - c. Shopping
 - d. Medical/Dental Appointment
 - e. Recreation or social outing
 - f. School (Insert name of school): _____
 - g. Other (Please explain): _____
-
5. Where is this place? Please provide information regarding the nearest intersection or a nearby landmark (Examples: Freedom Plains Road & Commerce Street; Poughkeepsie Plaza; Kmart) and the Town.*
-
6. How will you GET FROM this bus to your destination?*
 - a. Transfer to another bus route
 - b. Bike

1. Stakeholder Meetings
 - Internal Stakeholders
 - Bus Operators
 - Public Stakeholders

- Internal Stakeholders
- Bus Operators
- Public Stakeholders

2. Public Open House

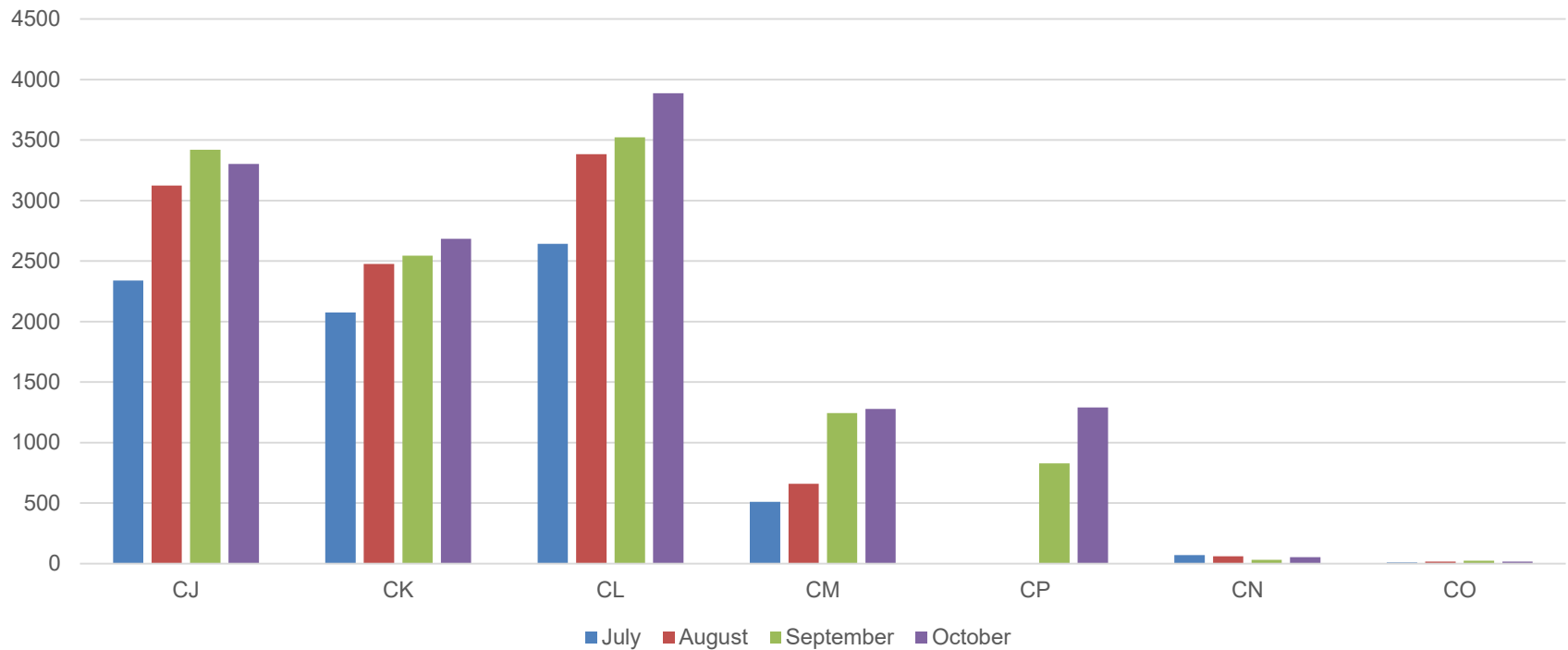


Ridership Profile



Ridership is Increasing

Total Monthly Passengers by Route (July-October)

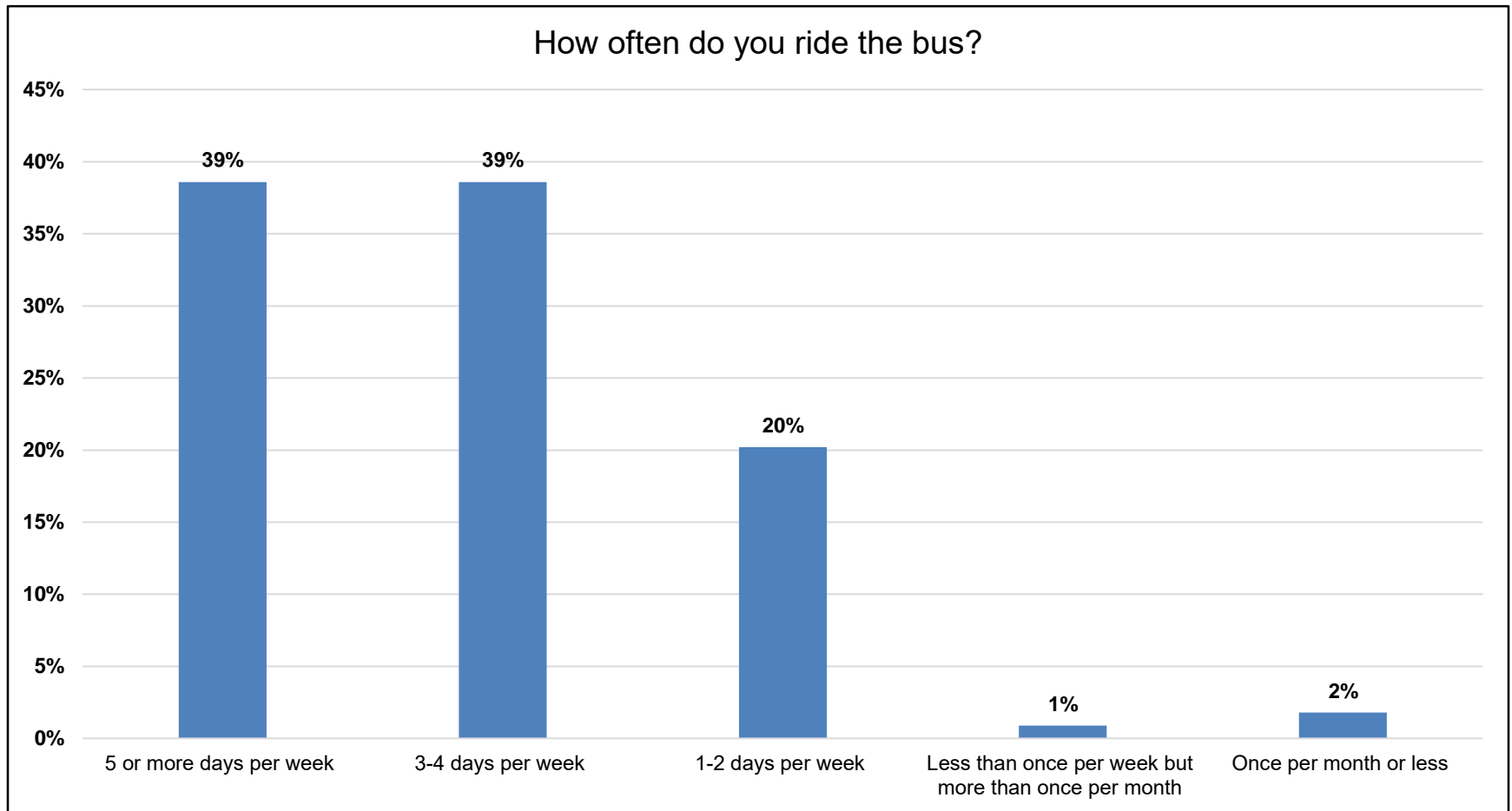


One-Day Snapshot

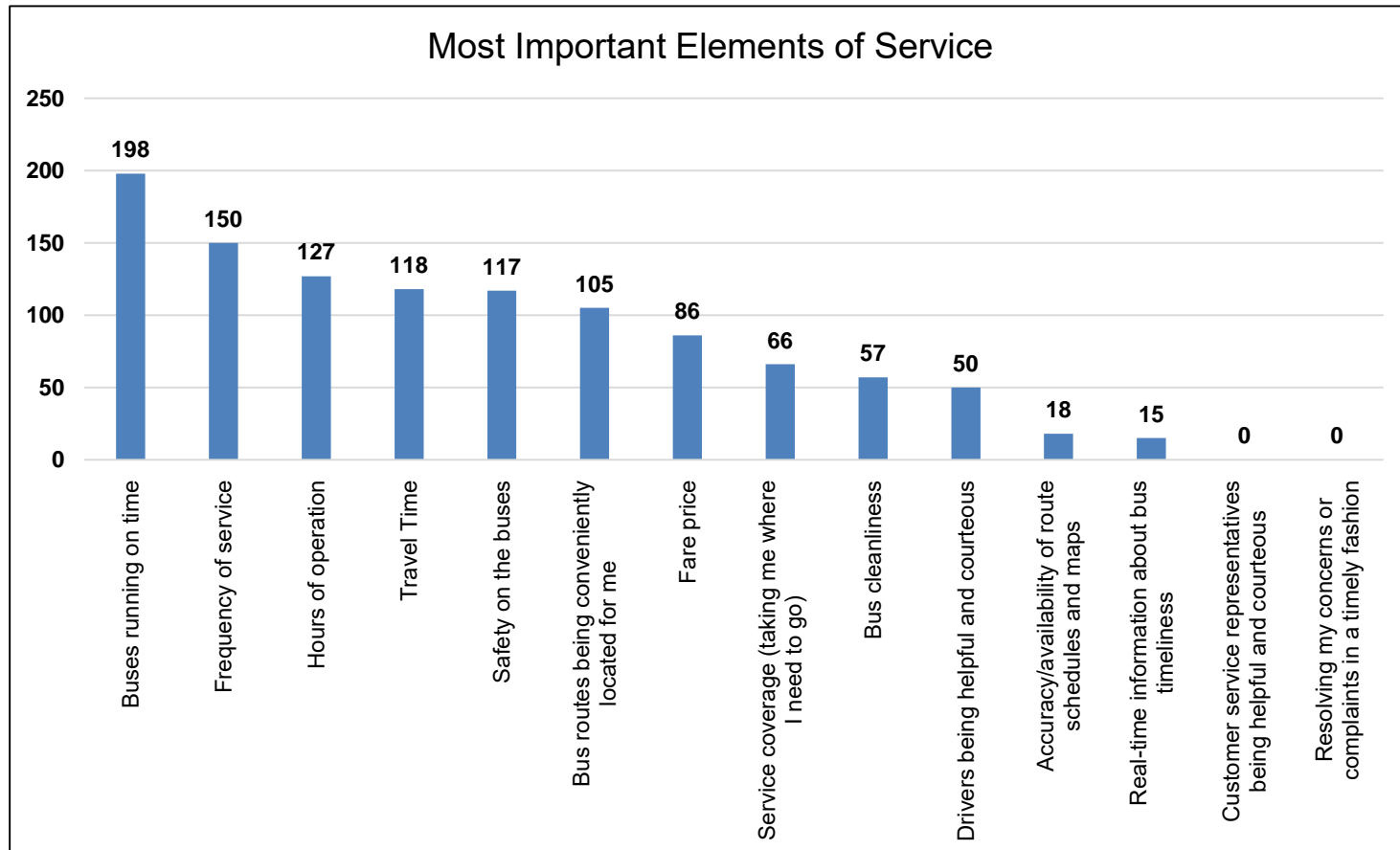
One-Day Ridership

Route	Weekday Ridership	Weekend Ridership
CJ	122	103
CK	157	78
CL	126	113
CM	53	17
CP	50	23
CN	15	-
CO	4	-

Ridership Frequency

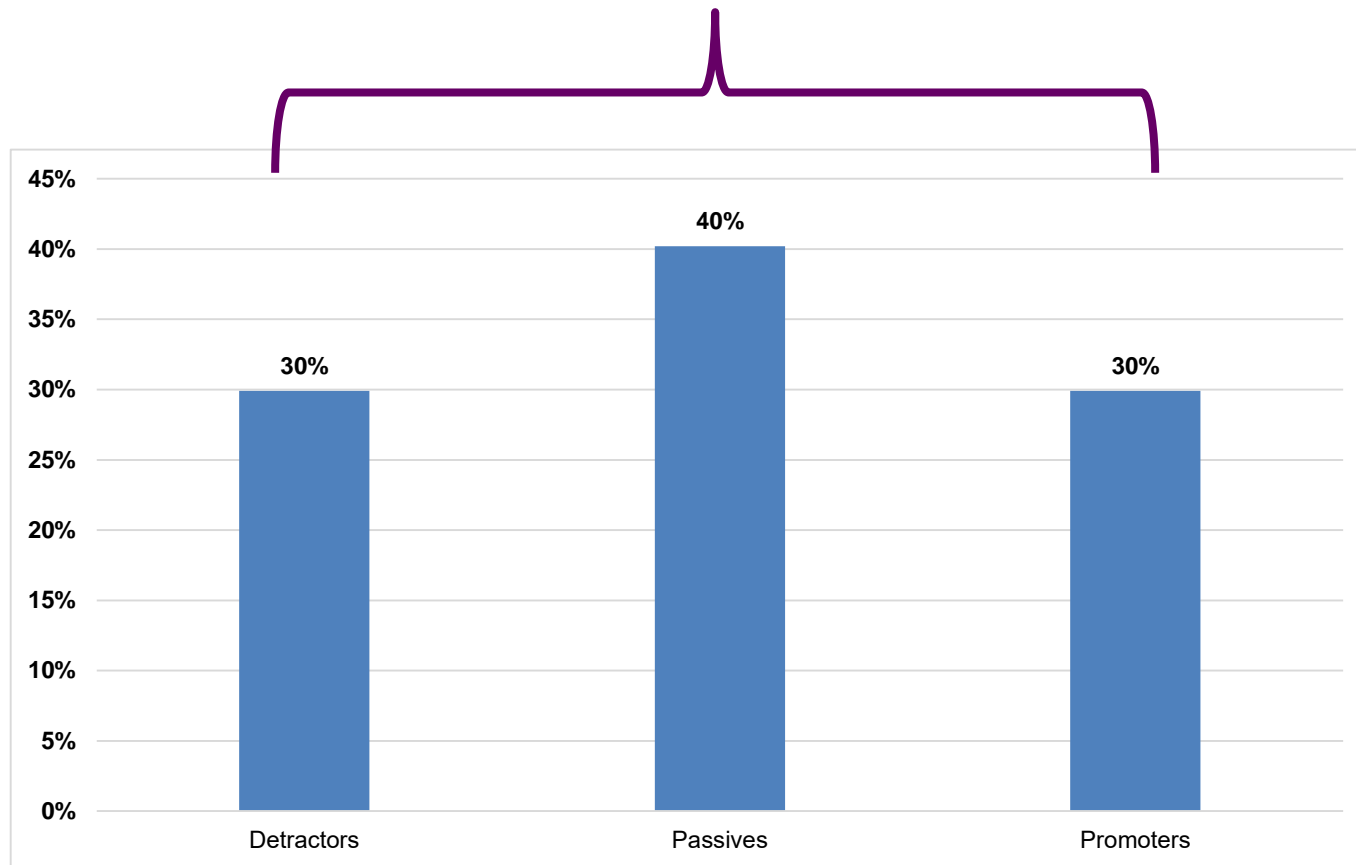


Customer Importance Factors

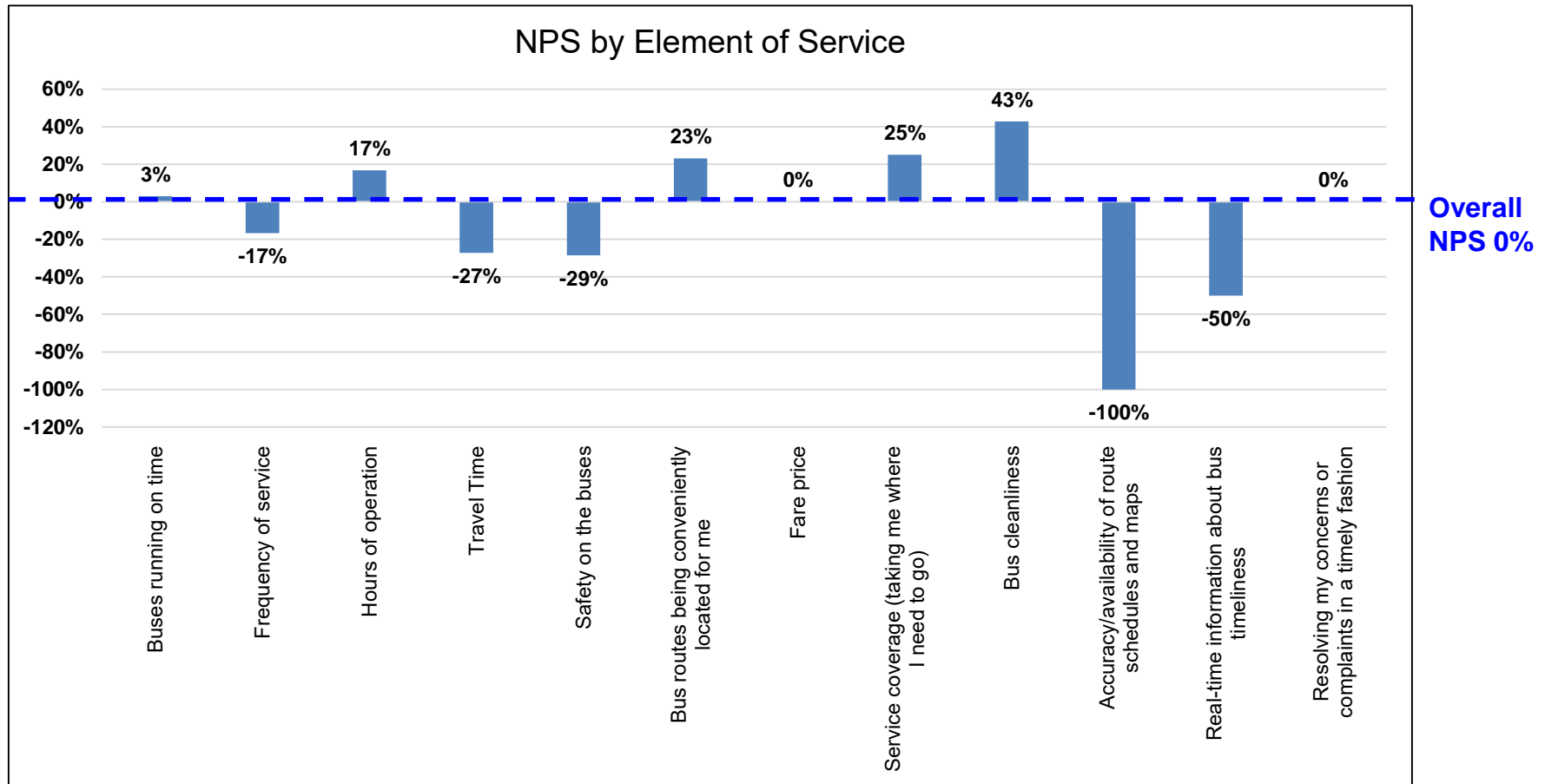


Net Promoter Score

Dutchess County Public Transit Overall NPS: 0%



NPS by Customer Importance Factors



Goals & Objectives



What did we set out to do?

1. Make the Transit System More Approachable
2. Reduce Route Redundancy & Increase Route Productivity
3. Increase Service Frequency
4. Synchronize Service Schedules for efficient customer transfers

Simplifying Transit System

Shopping
G Bus
CJ
CL County
Single Letter
City Letter
Route Double
CP E
School Tripper
D F
CK CK
H
A
CN



Current	Proposed
CJ	J
CK	K
CL	L
CM	M
CP	P
CN	-
CO	-

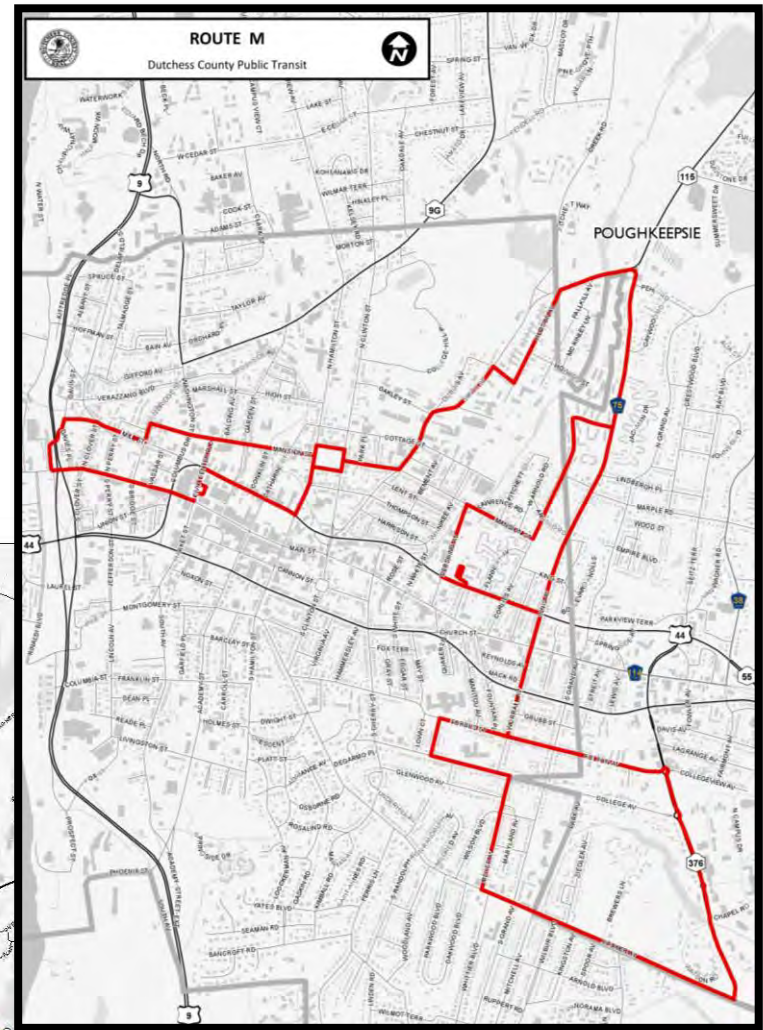
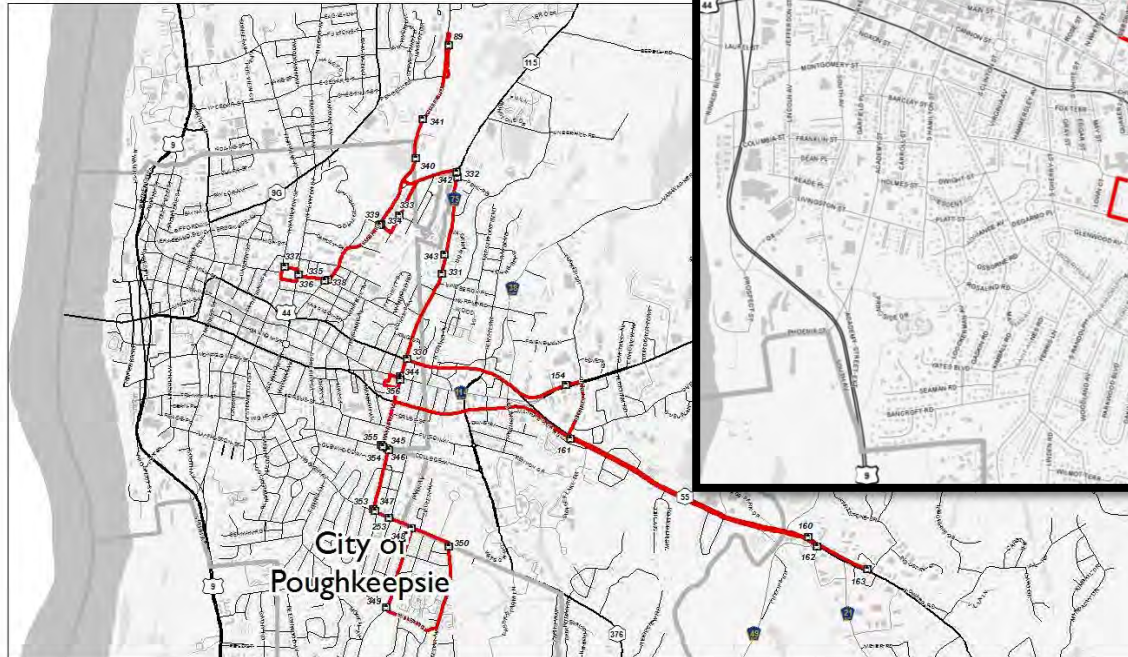
Unified Transfer Systemwide: \$0.30

Increasing Route Frequency

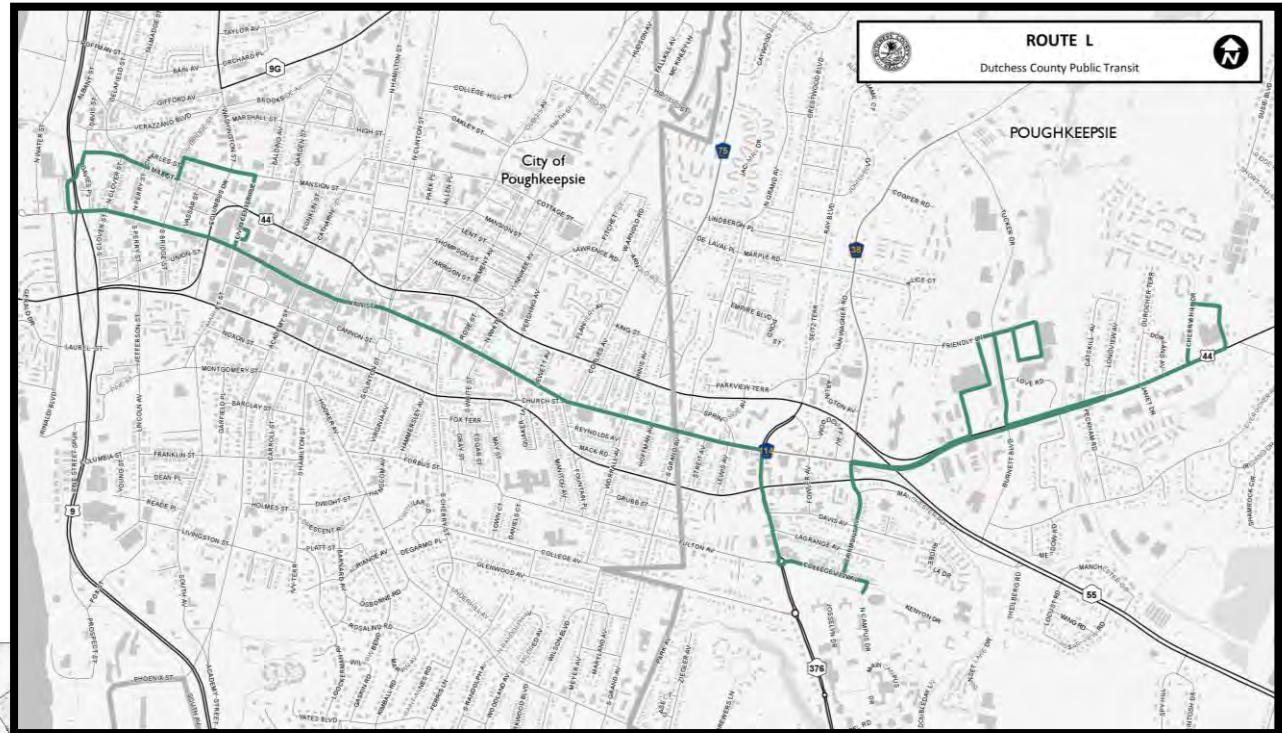
Service Frequency by Route (in minutes)		
Route	Current	Proposed
CJ	80	60
CK	60	60
CL	74 AM/64 PM	30
CM	62	60
CN*	3 Trips per Day	NA
CO**	3 Trips per Day	NA
CP	45	60

Proposed M Route

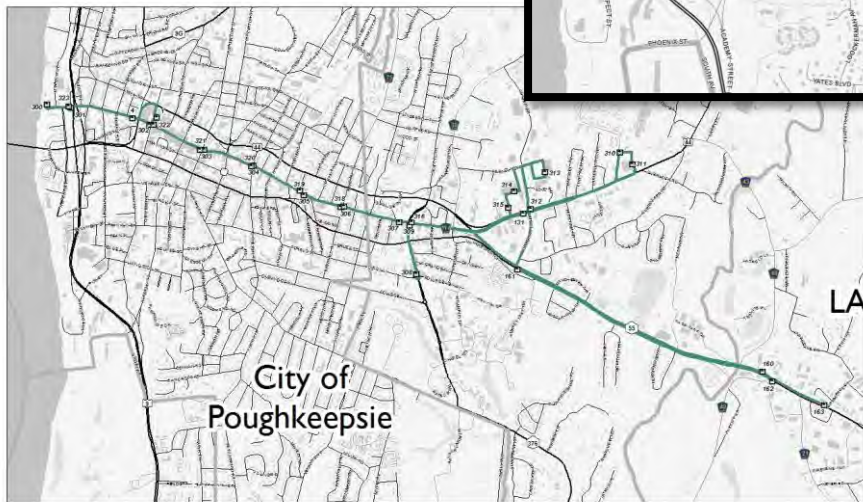
Current CM



Proposed L Route

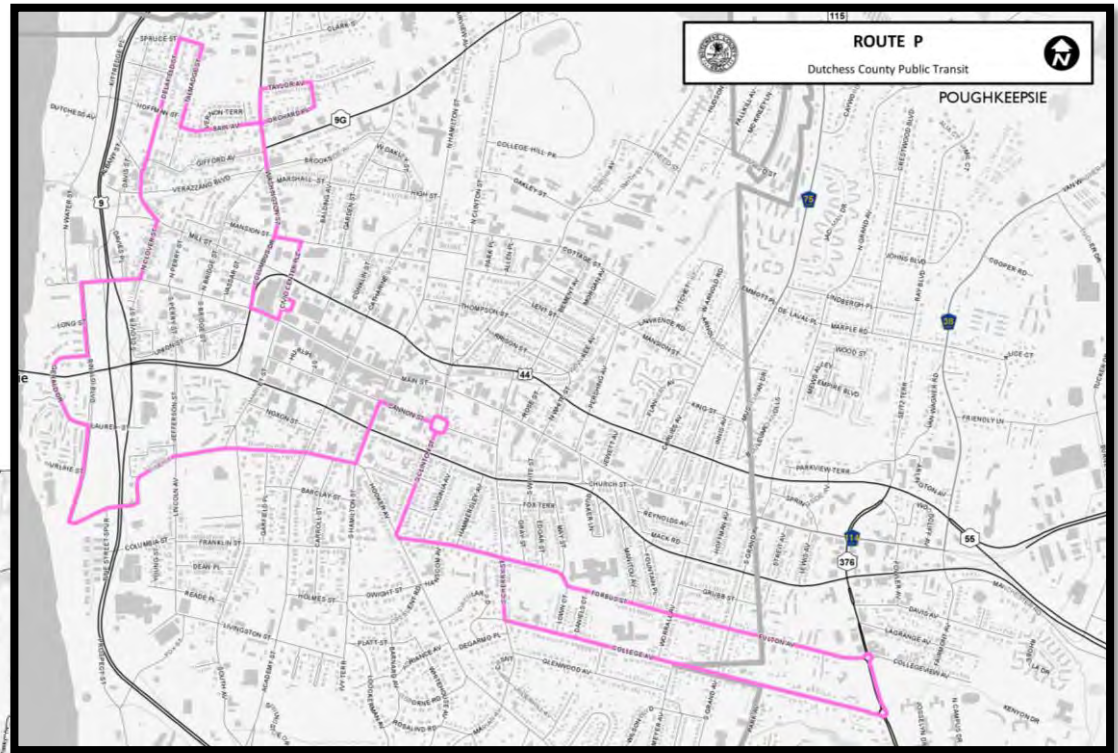
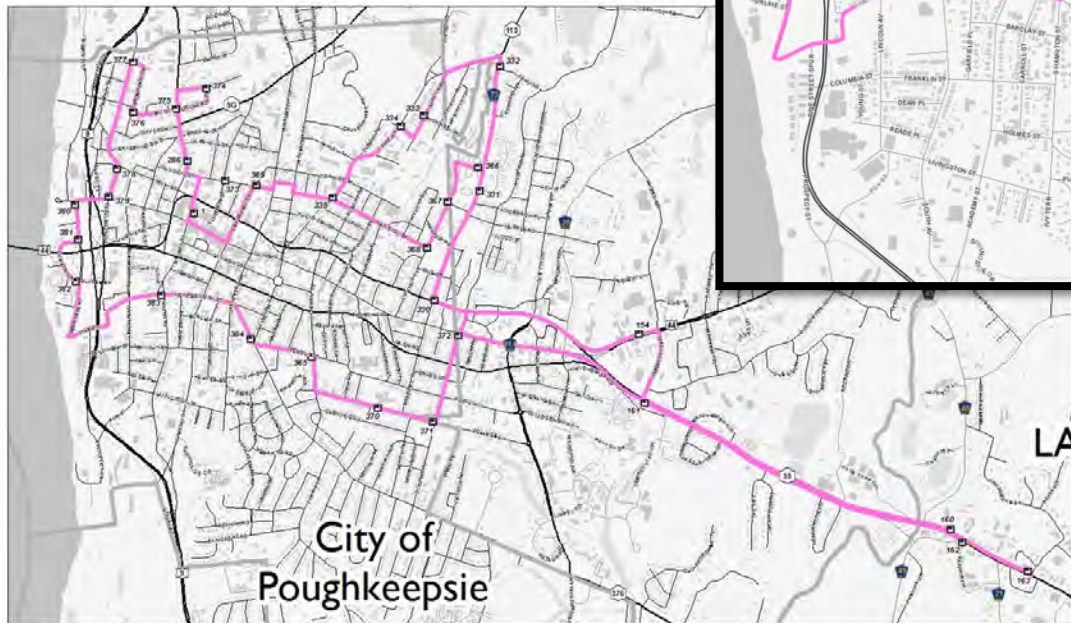


Current CL



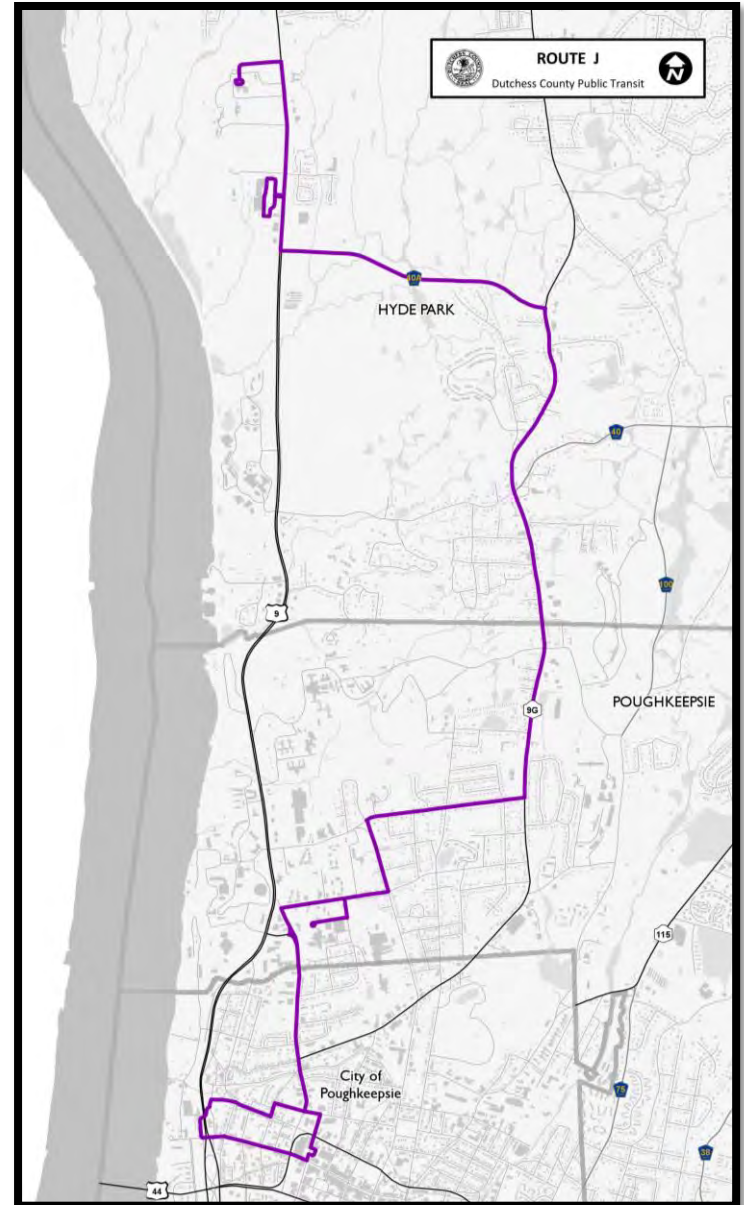
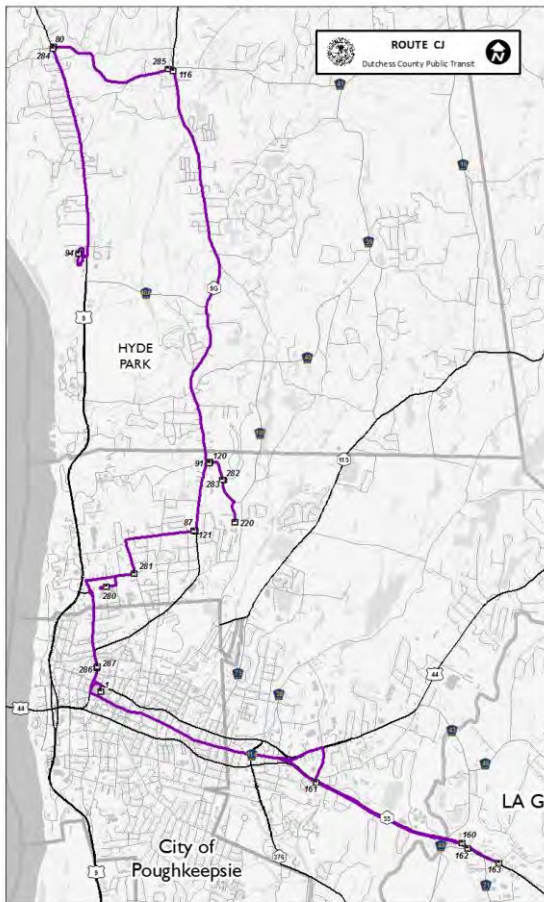
Proposed P Route

Current CP



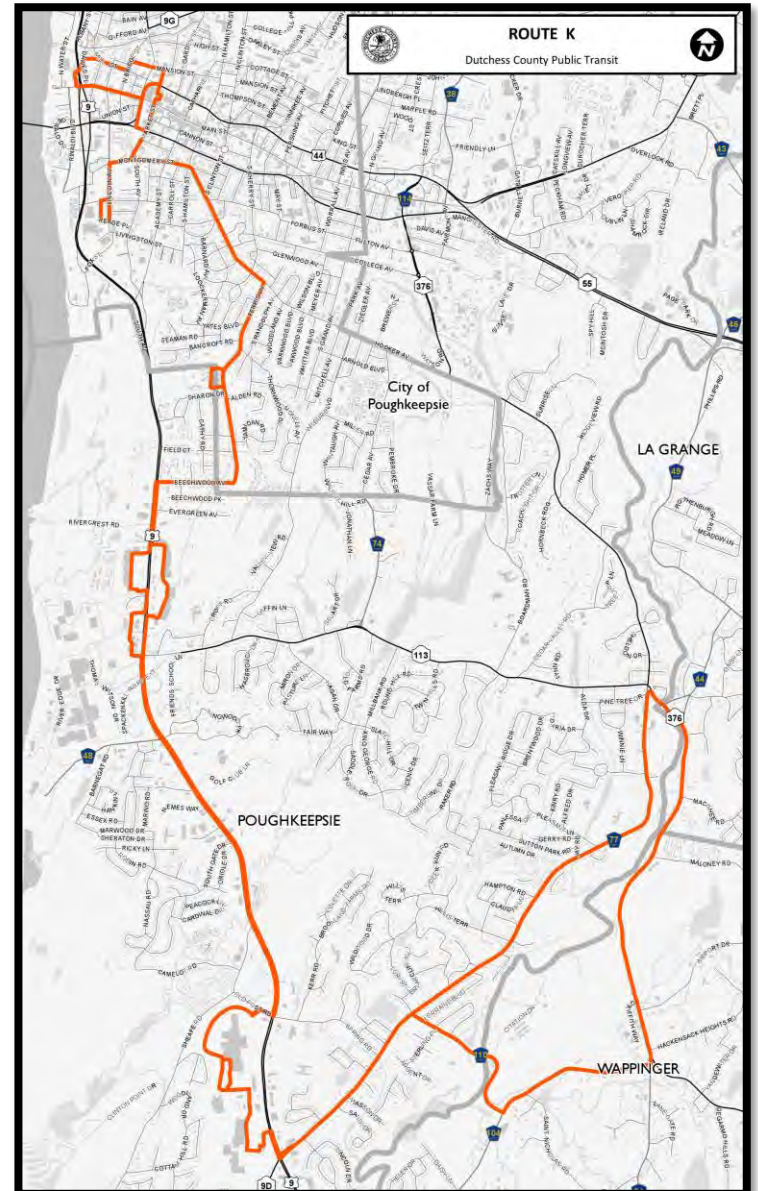
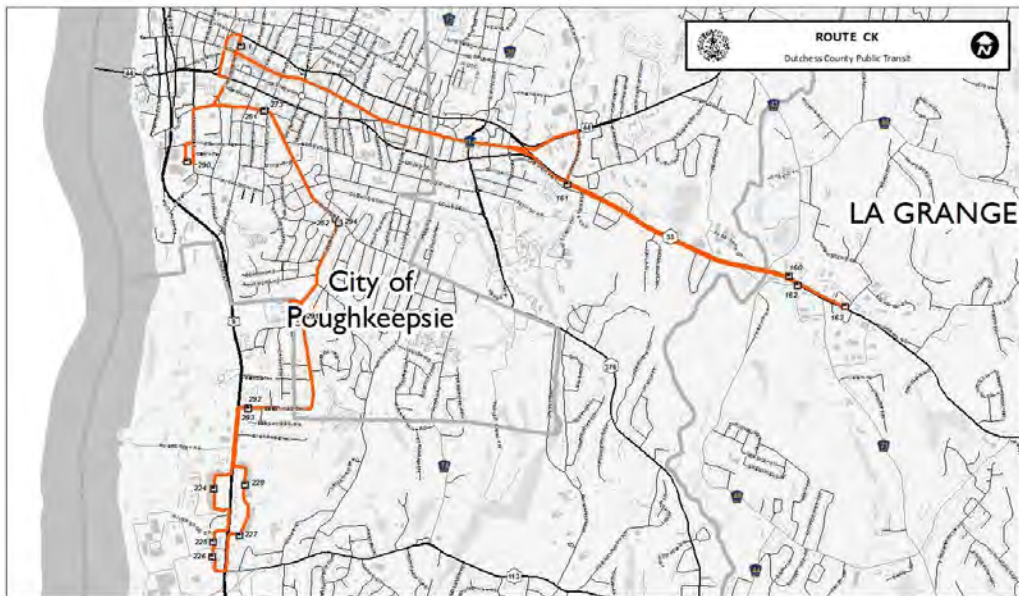
Proposed J Route

Current CJ



Proposed K Route

Current CK



Service Span & Schedule

	Service Span by Route					
	Current			Proposed		
Route	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
CJ	5:50 AM-9:45 PM	5:50 AM-9:45 PM	NA	6:15 AM-8:11 PM	8:15 AM-7:11 PM	NA
CK	6:25 AM-11:25 PM	6:25 AM-11:25 PM	NA	6:15 AM-12:07 AM	7:15 AM-11:07 PM	NA
CL	6:15 AM-11:06 PM	6:15 AM-11:06 PM	NA	6:15 AM-10:45 PM	7:15 AM-10:45 PM	9:15 AM-5:45 PM
CM	6:22 AM-9:54 PM	6:22 AM-9:54 PM	NA	6:40 AM-8:42 PM	8:15 AM-7:42 PM	NA
CN*	8:30 AM-2:25 PM	NA	NA	NA	NA	NA
CO**	8:30 AM-2:40 PM	NA	NA	NA	NA	NA
CP	6:30 AM-9:27 PM	6:30 AM-9:27 PM	NA	6:05 AM-7:45 PM	7:35 AM-6:45 PM	NA

Resource Utilization Analysis



Service Structure Comparison

Route	Service Hour Changes by Route and Day of Week*								
	Current Daily Service Hours			Proposed Daily Service Hours			Change in Daily Service Hours		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
A	No Change	No Change	9.86	No Change	No Change	10.66	No Change	No Change	0.80
B	No Change	No Change	9.39	No Change	No Change	11.53	No Change	No Change	2.14
F	No Change	No Change	9.38	No Change	No Change	6.86	No Change	No Change	-2.52
H	17.55	17.55	9.75	16.10	16.10	8.95	-1.45	-1.45	-0.80
I	17.63	17.63	No Change	0.00	0.00	No Change	-17.63	-17.63	No Change
J	15.75	15.75	No Change	14.43	11.42	No Change	-1.32	-4.33	No Change
K	17.00	17.00	No Change	35.40	30.72	No Change	18.40	13.72	No Change
L	17.18	17.18	0.00	31.00	24.50	9.00	13.82	7.32	9.00
M	15.56	15.56	No Change	14.70	12.20	No Change	-0.86	-3.36	No Change
N (Mondays)	9.00	No Change	No Change	0.00	No Change	No Change	-9.00	No Change	No Change
O (Fridays)	9.00	No Change	No Change	0.00	No Change	No Change	-9.00	No Change	No Change
P	14.90	14.90	No Change	14.25	12.25	No Change	-0.65	-2.65	No Change

Service Hour Changes

Service Hour Changes by Day, Week, and Year			
Service Day	Current	Proposed	Change
Average Weekday	119.17	125.88	6.71
Saturday	115.57	107.19	-8.38
Sunday	38.38	47.00	8.62
Weekly Total	749.80	783.59	33.79
Annual Total*	38,267	40,005	1,738

Option For Revenue Hour Neutrality

Additional Route Adjustments: Scenario 1				
Route	Adjustment	Weekday Service Hour Reduction	Saturday Service Hour Reduction	Notes
C	Eliminate last Weekday northbound and southbound trips (10:15 Northbound, 11:00 Southbound). Route would finish at 11:23 PM instead of 11:36 PM.	1.25		The current northbound trip averaged 0.6 customers in 2017 Q4
G	Eliminate last weekday trip (6:15 PM). Route would finish at 6:46 PM instead of 7:21 PM.	0.58		This trip averaged 0.6 customers in 2017 Q4
G	Eliminate last Saturday trip (6:15 PM). Route would finish at 6:46 PM instead of 7:21 PM.		0.58	This mirrors the weekday Route G trip adjustment listed above
K	Eliminate last weekday round trip (10:15 Southbound & 11:15 Northbound). Route would finish at 11:07 PM instead of 12:07 AM.	2.00		This round trip averaged 0.1 customers in 2017 Q4
K	Eliminate last Saturday round trip (9:15 Southbound & 10:15 Northbound). Route would finish at 10:07 PM instead of 11:07 PM.		2.00	Service ends one hour earlier, similar to the weekday Route K adjustment listed above
L	Eliminate last weekday westbound and eastbound trips (9:45 Westbound, 10:15 Eastbound). Route would finish at 9:45 PM instead of 10:45 PM.	1.00		This round trip averaged 0.7 customers in 2017 Q4
L	End weekday 30-minute service at 7:15 instead of 8:15 (eliminates 7:15 Westbound, 7:45 Eastbound)	1.00		60 minute frequency would be maintained after 7:15, which is still improves upon the current level of frequency
L	Eliminate last Saturday westbound and eastbound trips (9:45 Westbound, 10:15 Eastbound). Route would finish at 9:45 PM instead of 10:45 PM.		1.00	This mirrors the weekday Route L trip adjustment listed above

Annual Savings

Service Hour Changes by Day, Week, and Year			
Service Day	Current	Scenario 1	Change
Average Weekday	119.17	120.05	0.88
Saturday	115.57	103.61	-11.96
Sunday	38.38	47.00	8.62
Weekly Total	749.80	750.86	1.06
Annual Total*	38,267	38,346	78

Additional Recommendations



Simplify Dial-A-Ride Service

1. Simple preapproval process based on address within the City of Poughkeepsie (users inside the designated zone qualify, those outside do not).
2. Once approved, customers will request service 24 hours or more in advance of their trip.
3. Customers will be dropped off at the Transit Hub for transfers to all other fixed transit routes.
 - Users provide a return time (when they plan to be at the Hub for the return trip).
4. Customers will be given a pickup window based on Dial-A-Ride route scheduling.

Bus Stop Markings & Enhancements

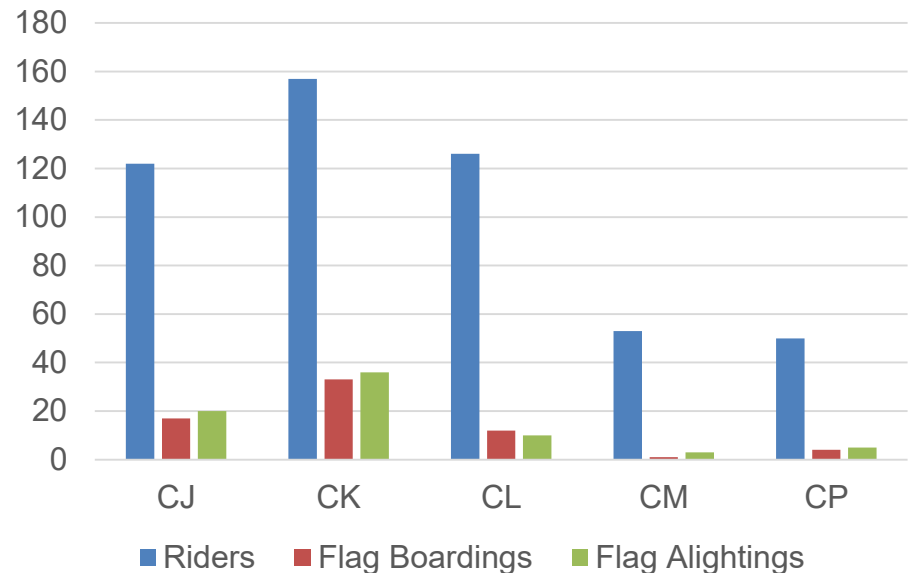
- Sited Bus Stop Locations
- Unified Signage
- Schedule and Customer Service Information
- Stop Number for Reference
- Shelters in high volume locations



Phased Elimination of Flag Stops

Flag stops...

- create inefficiencies for bus operations
- Increase congestion on major roadways
- Create confusion for visitors and new transit riders



Questions

